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## INFORMATION FOR CONTRIBUTORS/ADVERTISSEMENTS AUX AUTEURS

The Bibliotheca Medica Canadiana is a vehicle for providing an increased communication among all health libraries and librarians in Canada, but has special commitment to reach and assist the smaller, isolated health library worker. Contributors should consult recent issues for examples of the types of material and general style sought by the publication. Queries to the editor are also welcome. Bibliographic references should conform to the format used in the Bulletin of the Medical Library Association whenever possible. Submissions in English or French are welcome, preferably in both languages.

### EDITORIAL ADDRESS / REDACTION

Bibliotheca Medica Canadiana  
c/o Mrs. Bonita A. Stableford  
Chief, Library Services  
Health Protection Branch  
Health and Welfare Canada  
Sir Frederick G. Banting  
Research Centre  
Tunney's Pasture  
OTTAWA, Ontario K1A 0L2

### SUBSCRIPTION ADDRESS / ABONNEMENTS

CHLA  
Box 983  
Station B  
OTTAWA, Ontario  
K1A 5R1

Bibliotheca Medica Canadiana veut améliorer la communication entre toutes les bibliothèques eux-mêmes mais plus particulièrement rejoindre et aider ceux qui oeuvrent seuls dans les petites bibliothèques. La rédaction recevra avec plaisir commentaires et opinions. A ceux qui voudraient participer à la rédaction, on suggère de suivre pour les références bibliographiques le format utilisé dans le Bulletin of the Medical Library Association. Les articles, en français ou en anglais sont les bienvenus, mais il serait préférable de les rédiger dans les deux langues.

The deadlines for submission of articles to V.6 are as follows:

6:3 November 2, 1984

6:4 January 11, 1985

6:5 March 29, 1985

Les dates limites pour des articles pour les envois à paraître:

6:3 2 novembre 1984

6:4 11 janvier 1985

6:5 29 mars 1985

## FROM THE EDITORS

*With the autumn fast approaching and the excitement of the federal election and visiting dignitaries past, one has a sense of settling down to routine work in a new and challenging environment. Certainly the BMC Editors sense this, as a new era of federal/provincial cooperation in a health care field begins. Although in our capacity as editors we are not official representatives of our respective organizations (Ontario Medical Association and Health & Welfare Canada), it was interesting to speculate on the type of agreement which might be possible if organizations could hammer out their differences in the same setting as we work on BMC -- a sunny Saturday in rural Ontario over a glass of wine!*

*Planning for this year's volume is progressing smoothly, and the following theme issues have been selected:*

*v.6 # 3 Occupational Health and Safety*

*v.6 # 4 Quality Assurance*

*Deadlines for submission of articles are November 2, 1984 and January 11, 1985 respectively.*

*Your suggestions and input, in the form of articles, bibliographies and news items are welcome. As always, members' input is the most crucial ingredient in producing a useful and successful issue. The rest is merely accomplished through the use of smoke and mirrors!*

*Keep the cards and letters coming!*

*Jan Greenwood  
Assistant Editor*

*Bonita Stableford  
Editor*

\* \* \* \* \*

## A WORD FROM THE PRESIDENT

Davis S. Crawford

When both my predecessors were in office they used to telephone me from time to time and frequently seemed to be in a crisis over their column for B.M.C. Though I was, I hope, sympathetic I really felt that they were making a mountain out of a molehill as the column was not expected to be very long or even very scholarly and, for heaven's sake, was only needed five times each year. Now that I am in their situation I sympathise much more and will soon start telephoning my successor for ideas and comfort!

The last column discussed the Board's concerns with the production of union lists of serials in Canada and we have now had some discussion with the National Librarian. To date we have established that titles reported to the scientific union list but which better fit in the social sciences one are exchanged (and vice versa) and that the National Library does see the value of being able to produce individual library or groups of library lists from the combined data base. In addition the National Library agrees that it would be desirable if the form of entry in the lists followed AACR 2 standards. So far so good. Now the bad news - improvements to the union lists are not high on the priorities for the National Library. To try to get this very necessary project moved to a higher priority at the National Library the Board will be discussing several motions at its meeting in late September. I will report to you again when we have discussed the matter further but would be happy to receive comments and suggestions from individual members and from Chapters at any time.

A few days ago I had cause to look back over old issues of BMC and its predecessors and came across the first list of members - dated Spring 1977. In that list we had the names of 144 members and subscribers, today we have 372 members and 43 subscribers. Many of the members in our first list are still with us today, others have vanished from our lists as they leave the field of health libraries or forget to pay their dues. (REMINDER! DUES NOT PAID BY OCTOBER 1 RESULT IN A SURCHARGE OF \$5.00)

Another item of note in the comparison of the two lists was that many of the same people who worked on committees, organized conferences, wrote for BMC or served on the Board are still doing these things. It is wonderful to see people with a long term commitment to the Association and good to see others come in to work on a project where they have expertise or help at a conference in their area and then return "to the ranks". One of the roles I see as most important for the President in particular and the Board in general is to encourage members to become involved in the work of the Association at either a local or a national level and with this in mind would greatly appreciate hearing from members interested in serving on Committees or working on task forces. If you do have such an interest the Board will try to accomodate you when it makes Committee appointments next summer.

I look forward to hearing from you and will try to report fully next time on the Board's discussions on union lists, conference planning for our Calgary meeting next year and other items of Association business.

# UN MOT DU PRESIDENT

David S. Crawford

Mes deux prédécesseurs à la présidence m'appelaient de temps à autre pour me parler sur un ton presque de panique de leur rubrique dans BMC. J'essayais de me montrer plein de sympathie, mais je trouvais en réalité qu'on se faisait beaucoup de bile pour un texte pas très long ni très savant et qui, de toute façon, ne paraissait que cinq fois par année. C'est moi maintenant qui dois préparer un texte et je vais bientôt commencer à appeler mon successeur pour demander des idées et de la sympathie!

Mon dernier "mot" portait sur les préoccupations du Bureau en ce qui concerne les catalogues collectifs de périodiques au Canada, et nous en avons parlé avec le directeur général de la Bibliothèque nationale. Il y a échange des titres qui sont signalés au catalogue collectif scientifique mais qui relèvent davantage des sciences sociales (et inversement). La Bibliothèque nationale comprend l'utilité des sous-listes par bibliothèque ou par groupe de bibliothèques et elle est d'accord qu'il serait désirable d'adopter les règles de signalement de l'AACR 2. Parfait jusque-là. Par contre, l'amélioration des catalogues collectifs n'est pas très prioritaire pour la Bibliothèque nationale. Afin de rendre ce projet essentiel un peu plus prioritaire à la Bibliothèque nationale, le Bureau compte étudier plusieurs résolutions à sa réunion de la fin de septembre. Entre-temps, j'aimerais bien connaître l'avis des membres et des sections à ce sujet.

Il y a quelques jours, je parcourais d'anciens numéros de BMC et de ses prédécesseurs quand j'ai aperçu la première liste de membres, datée printemps 1977. Nous avions alors 144 membres et abonnés. Aujourd'hui nous avons 372 membres et 43 abonnés. Beaucoup de membres de 1977 sont encore des nôtres, mais d'autres ont quitté la profession ou ont oublié de verser leur cotisation (UN RAPPEL: LES COTISATIONS NON PAYÉES AU 1er OCTOBRE AUGMENTERONT DE 5 \$).

En parcourant cette liste de 1977, j'ai aussi constaté que beaucoup de personnes qui s'occupaient alors de travaux de comités, d'organisation de conférences, d'écrire pour BMC ou de faire partie du Bureau s'occupent encore de ces activités. C'est merveilleux de voir ce genre d'engagement à long terme et aussi de voir l'un ou l'autre membre s'occuper quelque temps d'un secteur bien connu ou aider à organiser une conférence dans sa région pour ensuite redevenir "simple membre". Il me semble qu'un rôle essentiel du président, et du Bureau en général, est d'encourager les membres à participer aux activités de l'Association à un niveau local ou national, et je serais donc très heureux que des membres communiquent avec moi pour participer à tel comité ou tel groupe de travail. Si vous vous intéressez à l'un ou l'autre dossier, le Bureau essaiera d'en tenir compte l'été prochain lorsque les comités seront constitués.

N'hésitez donc pas à communiquer avec moi. La prochaine fois, je vous parlerai plus en détail des catalogues collectifs, des préparatifs de la rencontre de Calgary l'an prochain et d'autres questions qui intéressent l'Association.

\* \* \* \* \*

## DOWNLOADING

Ellen Jones  
Library  
Faculty of Library and Information Science  
Univeristy of Toronto

### ABSTRACT

The presentation begins with a brief explanation of downloading. Next follows a discussion of the hardware and software requirements. Details of downloading experience at FLIS are provided and a listing of the advantages and disadvantages of downloading online searches is given. Finally, a description of an existing system is given which offers multiple capabilities for downloading and searching online search results.

### DOWNLOADING DEFINITIONS

Donald Hawkins, a well-known writer in the online field defines downloading as: "the capture of the search results in machine-readable form on a floppy disk and then using the microcomputer to manipulate the output."<sup>1</sup> Barbara G. Inkellis offers another definition: "the movement of machine-readable data procured legitimately (the user procured the information via channels that are designed for this activity and compensate the information providers) onto the user's own computer for subsequent use. Downloading is to machine-readable data what photocopying is to information embodied on paper; it is a technologically advanced form of copying."<sup>2</sup>

### DOWNLOADING OVERVIEW

Cuadra Associates have carried out a multiclient study of downloading and its effect on the online database market. They found that downloading has become a standard feature on online searching and its use is likely to continue. The database publishers and vendors have become more concerned since microcomputers were adopted by libraries and information departments. In a survey of 625 users and 150 suppliers they found that 37% of the 625 users said that they were downloading. Their purposes were to delay local printing until searches had been edited, temporary retention, permanent retention for use in local databases and resale.<sup>3</sup>

### HARDWARE COMPONENTS NEEDED FOR DOWNLOADING

There are several components needed to download online search results. They are listed below with a few hints on what to look for:

#### 1. microcomputer

- with enough internal memory to hold communications software package and a lengthy downloaded search
- serial interface port
- 80 column display

#### 2. disk drive(s)

- better to have two disk drives, one to hold the communications software and the other on which to store the downloaded data

3. printer
  - ability to print at the speed of your modem
  - compatibility with communications software
4. modem
  - compatibility with communications software
  - variable speed provides the most flexibility
  - auto-dial, auto-answer function
  - switchable duplex
5. add-ons
  - some microcomputers do not have serial interface ports so you need a "Y" splinter cable for simultaneous printing to the screen and to the printer
  - RJ11C "direct connect" plug-in jack
  - plug in boards for display control usually for APPLES for generating upper and lower case, 80 column format
  - QUAD board - printer buffer, performs CPU controller operations
  - spooler operations

In addition to hardware, it is necessary to have a software package(s). One package is needed to allow the microcomputer to communicate with the host computer and to store the downloaded search results in a file. Another is needed to manipulate the data once it exists as a local file. This second type of software is often a word processing package. A third option is a database management package which can manipulate the data after it has been edited by a word processing package.

The SCIMATE package available from Institute for Scientific Information does the work of these three functions in one package.

#### WHAT TO LOOK FOR IN SOFTWARE PACKAGES FOR DOWNLOADING AND ONLINE SEARCHES

The following are some characteristics the reader should look for in a communications software package to use with a microcomputer for the purposes of performing online searches and downloading the results.

1. flexibility
  - to set baud rate
  - to set parity
  - to set duplex
  - to set phone type
  - to recognize different character sets
  - to set print speed
  - to define column width of data received
  - to review capture buffer
2. local store and send capability
  - to store profiles of communications protocols phone numbers, passwords, search strategies
  - to transfer files to another computer eg. a host like MEDLINE by "uploading" a search strategy or to an end user showing draft results of an online search and requesting comments before further editing.



person requesting the information but previously very little was done in terms of typing up bibliographies which resulted from searches. Often the client would get "scraps" of paper and sometimes the documents. After they took away the results, we had no copies of the relevant material located. So, now with downloading, we have evidence of what was found and the ability to manipulate that data into spin-off products. I found that we often had repeat questions...or at least questions that we could use a bibliography previously prepared. We keep a file of the bibliographies completed on the reference desk in the public area and it is well used. The downloading of searches provided an impetus to finish the job and produce a polished product which could be added to the public file.

The costs involved with downloading a search for editing and loading into a database are related to the following factors:

1. time online to retrieve the data
2. time to edit results i.e. rearrange data elements of the citation, expand journal names to full form, enter data found in a manual search, rekeying captured data into upper and lower case (some databases like INSPEC present the citations in upper case only) and to merge multiple database search citations into one sequence
3. proofreading and correcting machine-readable data for producing final copy.

We did not buy special software to perform these tasks. We used communications software packages Crosstalk and later PC-Talk to download the citations. We then worked on the downloaded file with WordStar, a word processing package. The objective was to reformat the data with WordStar to make it possible to load the data into DBase II which would sort the data on various keys. DBase II's report format is in tabular form (columns) which is not exactly what we wanted but this is what we started with.

However, the drawbacks of downloading and editing became obvious very early on. It took far too much time to do the editing. Longer than to do the search...much longer. Downloading for permanent storage and manipulation is not viable unless data elements can be manipulated automatically. Editing with a text editor, even with the global search and replace functions, is too time consuming.

In 1983, SCI-MATE was not available and even when it did become available it would not run on our machine. Now, SCI-MATE is available for the IBM/XT. We have done some experimentation but have not been able to successfully download several citations into our local database. We have experienced problems with lost characters in transmission. Also, the downloading is not always reliable. SCIMATE looks like a good package but I will reserve judgement until I feel confident that it works. I might say that this package is designed for end-user searching. I wonder how inexperienced customers are faring.

#### ADVANTAGES OF DOWNLOADING ONLINE SEARCH RESULTS

1. local keying of search strategy
  - allows for editing of search before it is transmitted
  - speedier transmission because just one key is pressed to send a string of characters, saves time of typing on connect time
  - SDI profiles can be stored locally and run on demand at user convenience
2. automatic dial up and logon procedures
  - automatic dialing to telecommunications network through the profile stored in the communications software
  - DATAPAC number and passwords and account numbers can be stored in function keys and transmitted with the use of one key

- file transfer can be done in block or line by line
  - ability to insert delays in the transmission to match the rate of data acceptance at the host
3. keyboard
    - ability to define function key assignment
    - keyboard mapping for break key
    - large storage capacity for function key assignments
  4. local receive and store capability
    - reporting on number of bytes left in the capture buffer
    - report on file status i.e open or closed
    - ability to use one file name and to open and close that file without overwriting previous data
  5. multiple and simultaneous output
    - ability to simultaneously send output to the screen, to the printer and to the CPU of the computer
    - ability to selectively print and capture data from the host
  6. compatibility with text editing and database management software character sets
    - package must be able to create and manipulate text of function key assignments etc.
    - text editor should allow the imbedding of control characters i.e. carriage returns
    - compatible with a word processing package
    - compatible with a database management system or a sort package character set so that indexing and retrieving of information is possible

## FLIS LIBRARY APPLICATIONS

In May 1983, the FLIS Library purchased an IBM PC XT (one floppy drive and one 10 megabyte hard disk), a Hayes Smartmodem (300 baud) and a software package called Crosstalk. This equipment and software were planned to be used to do online searching, download citations, edit them and enter them into a local database (using DBase II).

The type of question I often receive from faculty members seemed to be a good application for this. These searches were usually performed for faculty members who were preparing reading lists for new or existing courses. The search topic was usually very broad like "new technology and libraries" and required searching in 3-5 databases. The printouts were voluminous. The final list may contain 25 to 50 citations.

I started to download some searches to experiment with manipulating the data for output. I essentially wanted to be able to merge citations from different databases, to eliminate duplicates and irrelevant citations, as well as to enter citations for items found in a manual search. I wanted to load the citations into a database management system in order to sort the citations on some criteria, usually author. Then I wanted to print out the citations in bibliographic format suitable for use in a bibliography.

Online searching has aided the speed of processing these requests. Downloading has not. Editing the text with a word processing package is indeed possible and we have been able to double the number of bibliographies produced. However, the increase in productivity is due to having the citations in machine-readable form and this served as an impetus to do something with results. Generally, reference questions were answered for the

3. shared visual space possibilities
  - shared visual space is the ability for the search statements and the search results to be seen on two different terminals or microcomputers at the same time, one where the searcher is and one where the end user is
  - increased participation of the end user in the direction of the search and the evaluation of search results
  - ability to receive search results immediately even if the end user is not physically with the searcher at the time of the search
4. search results can be saved
  - to edit
  - to use to demonstrate an online search as back up for downtime during demonstrations or as a teaching aid
5. search results can be edited
  - elimination of duplicates
  - deletion of false drops, typo's
  - reformatting of citations
  - merging of results from several databases into one sequence
  - elimination of unnecessary fields
  - entering of results of a manual search
  - adding of covering letter with comments from searcher to the end user
6. search results can be printed after editing
  - can create camera ready copy on letter quality or photocompositon equipment
  - ability to create spin-off products
  - improvement of appearance of search results with letter quality printout for the user - more legible
  - output can be printed on 3 x 5 cards or other physical formats
7. search results can be transmitted to the end user electronically
  - fast
  - more convenience for the user
  - can be used as an electronic mail type facility to transmit experts search strategies to field locations

#### DISADVANTAGES OF DOWNLOADING ONLINE SEARCH RESULTS

1. the need for special and expensive equipment
  - largest portion of the investment is in the microcomputer and its printer
  - software to interface the microcomputer to online searching system
  - software to edit the output
  - software to sort or manipulate the data for in-house retrieval
  - supply of floppy disks
2. the additional time required
  - extra steps added to the search process
  - may decrease user satisfaction because of time delay
  - may lower searcher productivity
  - time to learn software and hardware characteristics and functions
3. legal issues
  - downloading can not be done legally from all databases
  - receiving copyright permission is often a time consuming and lengthy process
  - royalty payments increase the cost of the processing of information

4. additional skills
  - text editing
  - database creation
  - automated retrieval principles and practices
  - microcomputer, telecommunications knowledge

#### CASE OF ADVANCED CAPABILITY

I'd like to summarize this discussion of downloading with an abstract included in a paper given at the Online '82 Conference. The authors describe an advanced system which I would like to share with you. This is the type of system which would greatly increase the usefulness of online searching and provide either the intermediary or the end-user opportunities for further analysis of online search results.

"The 'TIS' Intelligent Gateway Computer at the Lawrence Livermore National Laboratory provides authorized users automated access to other information centers [ie libraries and online database services] downloading of descriptive information and numerical data, and post-processing of bibliographic citations. Included is the aggregation of extracted information into topical [subject] files, the elimination of redundancy, and online review for the creation of annotated relevant sets. Post-processing of the reviewed information can be carried out by permutation of titles, abstracts, and descriptors with statistics (some in graphical form) of their single/multi-term expressions, statistical cross-correlation of data elements [author, descriptor, corporate author or country] and the creation of concordances and indexes. These tools give new insight into a subject matter or the characteristics of corporate/personal publications. These self-guided procedures can be performed online from remote terminals by telephone dial-up, WATS-lines, over TYMNET, and via the RPA computer network. The TIS Intelligent Gateway Computer permits the linking of terminals among users. Information specialists and information requestors may jointly view and discuss the progress of an interactive search and its analysis from any location. Uncertain legal constraints by commercial information vendors limit the use of downloading and post-processing at this time [1982] to bibliographical information in the public domain."<sup>4</sup>

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 \*     Compiled by Ellen Jones.  
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 \*             June 1984  
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Distributed along with a paper delivered to the Canadian Health Libraries Association Annual Conference, Ramada Inn, June 1984, Toronto, Ontario.

## MICROCOMPUTERS IN THE LIBRARY

Michael Tennenhouse  
 Medical Library  
 University of Manitoba

I would like to begin by alerting those of you planning to work with microcomputers about some of their insidious and addictive effects:

- 1) For the first 6 months expect to spend all too many coffee breaks fervently discussing micros. In subsequent months, the same time will be spent confidently bemoaning how boring it all is.
- 2) If you are like me, expect to devote hours each week compulsively scanning the microcomputer literature that will soon seem to bury you in paper.
- 3) In general, don't be surprised if you spend twice as much time with the microcomputer as you could ever imagine. Much of this time will be spent sharing newly acquired accomplishments and problems with other microcomputer users.

Allow me to briefly describe some of our experience with the microcomputer revolution at the University of Manitoba Medical Library.

The Medical Library acquired our first micros, 3 Apple IIe's, in March 1983. Total cost was approximately \$2400 per machine; today the same setup is less than \$2000. This included a monitor; today the same setup is less than \$2000. This included a monitor and two floppy disk drives. A dot matrix printer and several software packages including "Superpilot" for computer assisted instruction programming, and "Quickfile IIe" for file management were also purchased. Funding and selection of this equipment was relatively painless. Funds were obtained from the Faculty of Medicine to support the developing use of Computer-Assisted Instruction in the teaching program. The Apple IIe was selected simply because most of the existing CAI programs of immediate interest were designed for the Apple.

Beyond CAI applications, much of our motivation in obtaining micros was not initially well defined. We did not have a particular data processing need to fulfill; most of those seemed to be satisfied by our link with the university mainframe computer we did, however, want to give ourselves an opportunity to become more intimately familiar with the potential and use of the microcomputer in the library. Of equal significance was the increasingly evident use of microcomputers by our patrons. They were interested in applying their machines to all sorts of bibliographic purposes such as personal data base systems and doing their own online searching. Services such as BIOSIS's BITS, DIALOG's Knowledge Index, BRS Medical Colleague, AMA's MINET, and ISI's Scimate were just emerging as indicators of the road ahead. We felt it crucial that the library be able to contribute in some way to these developments.

The arrival of the new Apples ready to be uncrated brought home an important consideration. Although we were about to reap the benefits of a dedicated and devoted computer, we would also have the responsibility of caring for our new acquisition. This would range from ensuring the security of magnetic data to figuring out what to do when the machine or program fails.

My first substantial encounter with the microcomputer involved an opportunity to test the well-known electronic spreadsheet program called "Visicalc". This innovative number-crunching program allows easy manipulation of tabular data and is especially useful

for financial models and projections. At that time, I was working with an acquisitions budget committee given the task of recommending allocations for different library units within the university system. We had impressive price data and other indices on which to base our allocation model, but we had no easy method to calculate or set out the resulting projections. Motivated by the immediacy of this problem and the availability of both the micro and Visicalc, I quickly mastered enough of its mysteries to save this budget committee many hours of mind-numbing calculations. Moreover, we now had a powerful tool for budget projection and analyses. A significant realization was how relatively easy it was to take advantage of micros and that learning how to program was not a prerequisite for their effective use in libraries. There are now many new products that have been designed specifically to allow sophisticated use of the computer with little background or programming knowledge. The new Lisa and Macintosh computers come immediately to mind. As well, library dedicated programs are rapidly appearing in the micro marketplace which make customizing your own program an increasingly unviable option.

Other applications which we have tried on our Apples are outlined. As I hinted before, time is one of the greatest impediments to using the micro. Although ultimately intended to save time, there is no denying the need for a large initial investment in time and effort to develop proficiency with different programs, decipher manuals, and just get things working as you think they should. With better software and documentation now being produced, many of these snags should be eliminated.

Much of our experience has been with off-the-shelf software available in computer stores. We have been able to try out many programs through barter or borrowing arrangements with other Apple users, particularly within our Faculty. The availability of a network of other users of the same machine is an important consideration in selecting your micro. As well, many people have come to the library to trying out some of our software purchases and then buy it themselves. We foresee that this type of activity may grow into a more formalized library service, especially for software intended for personal bibliographic management, online searching and computer-assisted instruction.

Many applications thus far have been administrative, in nature with word processing probably the most used and appreciated. Preparing presentations, manuals, grant applications, reports of all types, have been speeded up considerably. We have used a simple but effective program called "Wordhandler" which takes less than an hour to learn.

The Visicalc electronic spreadsheet program mentioned earlier has also been a tremendous boon in providing tabulating power not available before. In addition to budget allocations, we have used it to maintain public service and computer searching statistics and to monitor various account expenditures. The spreadsheet model has tremendous application potential, especially with the appearance of much more powerful integrated programs such as "Lotus 1, 2, 3" for the IBM-type personal computers. As an indication of possible future directions with this type of software, there is now a small library consulting firm in the U.S. acting as a non-profit clearinghouse for library applications developed on popular program such as Visicalc.<sup>1</sup>

The micro as an intelligent terminal is another major application which is especially attractive for those libraries considering the purchase of a terminal. We have tried several communication programs including "Visiterm" and "Ascii Express, the Professional"; to varying degrees, these provide features such as terminal emulation,

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1. Library Microcomputer Template Clearinghouse, C/O Microcomputer Libraries, 145 Marcia Dive, Freeport, Illinois 61032



automatic logging on to remote computers, downloading and editing of search results, uploading of preformulated searches and text files. We have yet to discern any particular advantage in abandoning the existing 1200 baud terminal and intelligent modem for the delights of downloading and easy logons. On the other hand, the micro as terminal has been the basis for several seminars on "Online Searching Using the Micro". With microcomputer use by Faculty and students increasing, along with such services and products as "Knowledge Index" and "Scimate", the Medical Library hopes to offer ongoing instructional sessions on do-it-yourself searching, search strategy design and personal filing systems.

Building databases with the micro has also been of considerable interest, although in practice, we have not had time to do much with the software we own. We have tested programs such as "DB Master", "Data Factory", "Quickfile", and "Bookends", with others such as much touted "DBase II", still waiting to be tried.

Most of these Apple programs are more suitable for small listings, not requiring sophisticated indexing or information retrieval capabilities. For example, we have created a catalog of videotape cassettes, about 150 short records, on "Quickfile", as well as using it for mailing list records, labels, and for producing small bibliographies. "Bookends" is also a very useful program specifically designed to produce bibliographies. All these packages allow easy editing and updating of records, as well as sorting and production of differently formatted reports. "DBase II" purports to be much more powerful but we are still limited by the processing speed and internal memory constraints of the 8 bit Apple and the relatively meagre memory capacity of its floppy disks. For applications requiring more than several hundred records, larger storage capacity in the form of hard disk drives, is required as well as a upgrade to a more powerful microcomputer.

The Apple is, admittedly, a comparatively underpowered, albeit versatile machine that is not particularly suited for heavy duty use with larger databases. However, it has served the Medical Library very well for what we wanted and has provided library staff with the basic knowledge required for future developments.

\* \* \* \* \*

# THE INTERNATIONAL DEVELOPMENT RESEARCH CENTRE (IDRC) LIBRARY

Sharon E. Henry  
Centre Librarian

## Introduction

The International Development Research Centre (IDRC) Library is an example of how one institution has chosen to be part of the development of new technology and to use it to its full advantage. The paper will focus on the activities of the IDRC Information Sciences Division and in particular, the Centre's Library. Special emphasis will be placed on outlining the Library's Development Data Bases services.

IDRC is a public corporation, founded in 1970 by the Canadian Parliament. (Revised Statutes of Canada, 1970). Its purpose is to stimulate and support scientific and technical research by developing countries for their own benefit. The Centre is governed by an international board which ensures developing country input at the policy-making and decision-making levels. The three working languages of the Centre are English, French and Spanish. Headquarters of the Centre is in Ottawa with regional offices in Bogota, Cairo, Dakar, Nairobi, New Delhi and Singapore.

IDRC was one of the first organizations to devote its resources primarily to supporting projects which are identified, designed, carried out, and managed by research personnel in developing countries and which meet the needs which they, themselves, determine to be priorities (Sly, 1982).

The activities of IDRC are carried out by five program divisions: Agriculture, Food and Nutrition Sciences; Communications; Health Sciences; Information Sciences and Social Sciences. In addition, there are two divisions for collaborative programs, the Fellowships and Awards Division and the Cooperative Programs Division. The latter Division promotes collaboration between scientific research groups in developing countries and their counterparts in Canada. The Library is administratively part of the Information Sciences Division although its mandate is to serve the Centre as a whole.

## Centre Library

The objectives of the Library are to facilitate access to information about Third World development. This objective is met by the three main functions of the Library which are:

1. To provide reference and information services to IDRC staff and projects, the Canadian development community, and as resources permit, other development communities;
2. To act as a test-bed for technological, methodological, and bibliographical developments and standards that may be appropriate for adoption by the international community and for implementation within IDRC projects; and
3. To provide advice and training in these developments and standards to developing countries.

The Library's collection of approximately 42,000 titles and more than 4,000 serials titles, is a current one, built around the needs and objectives of the Centre as a whole. A large part of the collection originates in developing countries and is obtained through exchange agreements with over 700 institutions throughout the world.

### Minisis

Library management and information retrieval are supported by MINISIS, a generalized information management system developed at IDRC to run on the Hewlett-Packard 3000 series of minicomputers. To facilitate access to the Library's material, items are catalogued, classified and indexed using the Unisist Reference Manual for Machine-Readable Bibliographic Descriptions, the Universal Decimal Classification (UDC), and the Organisation for Economic Co-operation and Development (OECD) Macrothesaurus for Information Processing in the Field of Economic and Social Development. Access to the collection is provided through COM (Computer-Output-Microform) fiche indexes for personal author, corporate author, title, serial title, and corporate author authority listings. Online searching of the Library's data base, BIBLIOL, provides numerous access points, including access by subject and by institution name. MINISIS was developed primarily for use in information systems and libraries, but is flexible enough for a variety of non-bibliographic applications. It is functionally compatible with the ISIS family of information systems (Valantin, 1981).

In the IDRC Library, MINISIS is used for acquisitions, cataloguing, indexing, and information retrieval. Other users such as the Agricultural University in Wageningen, the Netherlands, have developed modules for circulation and serials check-in (Godfrey, 1980). In addition, the Agricultural University assisted IDRC in the development of a module for Selective Dissemination of Information (SDI). The International Labour Office (ILO) Library in Geneva is developing a user-interface module to facilitate access to MINISIS by users directly without an intermediary such as a reference librarian.

The MINISIS software is used in over 92 institutions in 34 countries, both developed and developing. Institutions in developed countries can obtain MINISIS from Systemhouse Limited which is the North American distributor.

### Development Data Bases Service

Another of the services the IDRC Library provides is the Development Data Bases: Use in Canada service. This service started in 1980 as a two-year project to make available online to Canadian government and not-for-profit institutions, the Centre's data bases, as well as the data bases it received from international organizations. Due to the success of the Development Data Bases project, it was incorporated as part of the regular users' services of the Centre Library in 1982. The service is, in essence, provided free of charge to more than one hundred institutions across Canada (Audet and Henry, 1982). Libraries which are interested in obtaining online access to the service should contact the Centre Library.

IDRC was, and still is, the only institution in Canada to acquire bibliographic data bases compiled by the Food and Agricultural Organization of the United Nations (FAO), the International Labour Office (ILO), the United Nations Educational, Scientific and Cultural Organization (Unesco) and the United Nations Industrial Development Organization (UNIDO). Recently, the data base of the United States Agency for International Development (AID) was added to the service. In November 1984, users will have access to a combined project information data base, IDRIS, (Inter-agency Development Research Information System) containing information from IDRC, the Swedish Agency for Research Cooperation with Developing Countries (SAREC), the German Appropriate Technology Exchange (GATE), the International Foundation for Science (IFS), and the Board on Science and Technology for International Development (BOSTID).

In addition, to the international data bases, users have access to five in-house data bases: BIBLIOL (the holdings of the IDRC Library); DEVSIS (literature emanating from Canada on the economic and social aspects of Third World development); ACRONYM (acronyms pertaining to Third World development); PINS (information on IDRC projects) and SALUS (literature on low-cost rural health care and health manpower training in developing countries). The last data base contains over 10,000 references, most of which are available in microfiche through the IDRC Library. The citations in the data base are published as volumes of the bibliography "SALUS; Low-Cost Rural Health Care and Health Manpower Training" which began in 1975.

### Word Processing

The Library was one of the first units in the Centre to effectively use word processing machines. The MICOM, now used throughout the Centre and in many of its regional offices, can be also used with either of the Centre's HP computers. In addition to MINISIS, the Library has access to the Centre's financial management system, FINMIS, and its project management information system, PROMIS. As the telecommunications capabilities improve throughout the world, online communication with IDRC's regional offices will become routine. Presently, only the Singapore and Bogota offices are linked to the Ottawa headquarters using their MICOM machines but we anticipate Nairobi becoming linked in 1984. Direct online access to the headquarters computer will be a reality towards the end of 1984 for the Singapore office.

These developments open a range of exciting possibilities and policy questions for the Library. We are investigating the most effective way of having regional offices access our data bases and of organizing their material so that we have access to it. As well, alternatives to printouts for the transmission of information from our data bases are being considered, given the capabilities of the technology. As the Centre upgrades its MICOM's and begins to use minicomputers more, the possibilities are far-reaching.

### Minisis/Unimarc Interface

The International Federation of Library Association and Institutions (IFLA) and IDRC are jointly working on the design and implementation of an interface to UNIMARC (Universal MARC Format) to permit the compatible exchange of information with libraries using MINISIS systems. The interface which will be ready for distribution to MINISIS users in 1985 will also offer some facilities for handling variants of MARC and the Common Communication Format (CCF) (Godfrey, 1984).

### Electronic Mail

The Library is using ENVOY 100 as an electronic mail system primarily for inter-library loans and for communications with the external users of the Development Data Bases service. The Information Sciences Division has been operating since 1983, a computer conference using the Electronic Information Exchange System (EIES) and is actively investigating the use of computer conferencing systems in developing countries.

### Microcomputers

The Information Sciences Division of IDRC is currently undertaking a modest effort to develop some software for bibliographic applications to run on different microcomputers. The software is designed to assist small peripheral nodes in an information network to contribute references to a central network computer in machine-readable form. Essentially, it is a data entry package without facilities for searching or generating indexes. There are generalized modules to define very flexible data structures; to enter and modify data; to define print formats and print data; to output data in a single "line format"; and to perform general data base housekeeping functions. It is being written in PASCAL and

develop on an IBM PC but will be largely "moveable" to different hardware using the CP/M or MS/DOS operating systems. Once the software is completed by the end of 1984, the source code and all the documentation including the internal documentation, will be available free of charge on request (Gavin, 1982).

### Conclusion

The Centre Library is fortunate to be part of an institutional environment which has a commitment to using and experimenting with new technology. Use of these technological developments has enabled the Library to continue to improve and upgrade the services it offers to the Centre staff in Ottawa and abroad and to the Canadian research community interested in Third World development.

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## THE ROLE OF VIDEOTEX IN THE DISSEMINATION OF HEALTH INFORMATION

Margaret P.J. Taylor  
 Doctoral Candidate,  
 University of Toronto,  
 Faculty of Library and Information Science.

EDITORS' NOTE

*This concludes the article on videotex by M. P. J. Taylor published in BMC v.6 #1, 1984. Through an error on the part of the editors, the last section of the article was omitted. We regret any inconvenience which this may have caused.*

Two other current videotex projects are of a different nature from the general public or hospital information systems discussed above. These two projects both focus on the use of videotex for the disabled. At the Children's Hospital of Eastern Ontario in Ottawa, Ontario, the Department of Speech and Language Pathology has developed a learning package for parents to use at home with their children called the Telidon Articulation Screening Test of Speech Sound Production. This test "utilizes the graphic capabilities of Telidon to produce colourful, vivid and easily identifiable images for preschool and young school age children" [13]. It is designed to test speech sound development patterns of children and can be used by parents with limited training in that the pictures (thirty-five in all) are designed to elicit verbal responses with a minimum of prompting. The program thus facilitates organized observation of speech.

The Telsarc project of the Saskatchewan Association of Rehabilitation Centres is also trying to investigate the potential of videotex for improving the quality of life for the disabled and elderly [14]. The Telsarc database offers options to shut-ins in Regina such as teleshopping, telebanking, games, airline reservations, income tax assistance and general information. Telsarc also uses Closed User Group terminals designed to allow specific users access to a specialized block of stored information. The Telsarc project is part of Sask-Tel's Pathfinder Telidon trial and as such is able to offer several new videotex developments to its users e.g. an audio component, a zoom feature, an online newspaper and an online bus movement schedule.

These current videotex projects and trials were chosen to show the variety of health applications now available. Of course, the potential applications identified in the last section are also likely to be appearing soon. The response to the emergence of videotex technology in health care has been largely positive from the findings in the literature. The next section will try to summarize the impact, both positive and negative that the technology will have on health care in the future.

What will be the impact of videotex technology in disseminating health information to the consumer? It has been said that because videotex systems can store massive amounts of information on all sorts of health and community services, that they are a "panacea for all current problems of communication breakdown and alienation which affect residents of present-day communities" [15]. However, there are important issues that underly this assumption that must also be addressed. One of these is that acquiring and maintaining a database of valuable health information is only one half of the battle in health promotion; the other half is to match this information to individual needs. To do this successfully, the indexes to videotex systems must be comprehensive, efficiently structured and up-to-date and they must be able to handle a wide variety of users and subjects. Much more research is needed in this area. Furthermore, research is needed to determine how consumers search for health information and then videotex systems must be modified to accommodate these information-seeking habits.

Another important question is the value of the human intermediary to the delivery of health information. When can this human element be eliminated from the health education process? Computer-naïve users will still require some human guidance in making use of videotex systems and it may also turn out that users do not like eliminating human interaction in their search for health materials. Indeed, some users may need help in deciding which health topics and issues are relevant to their needs because the terminology may be difficult for them to understand. Research must also be done to compare the use of videotex for health education with traditional methods such as one-to-one counseling to see if there are differences in knowledge gain, attitude change or user preference for a certain mode of delivery of health information.

A third issue is the accuracy of the health information supplied on the videotex system. It is all very well to get health information to the public via this system but who is going to be responsible for making sure that the information is true: the Information Provider, the Videotex Database Developer or the Communications Carrier? Faulty, out-of-date information is potentially very dangerous and yet no regulatory body exists to oversee the quality of health information supplied on these systems. If videotex is perceived by the public in any similar way to television, the content may be accepted as the gospel truth just because it appears on the TV screen. If errors are found by the public and complaints made then some quality control may exist, but complaints may be too late to prevent a serious medical mishap and consumers may not know enough to complain.

The fourth question regarding the impact of videotex is cost. In Britain, users pay per page of information accessed. In Canada and the United States, users tend to pay monthly or hourly charges. Will health information be included in these fee systems or will there be subsidies for this general public interest information? If there are no subsidies, is there then a possibility that only the rich will be able to afford this information? Will the fact that certain health information is published on videotex systems prevent it from being published in other, cheaper formats?

The question of negative impact of videotex and other 'pushbutton technologies' has been very well described by Vincent Mosco in his book Pushbutton Fantasies [16]. Some of the potential negative issues that he identifies are:

1. The creation of a society of electronic hermits who will rely totally on the videotex system to communicate with each other.
2. The creation of an electronic Babel where too much information will be presented to the public without proper organization.



3. A reduction in the privacy and confidentiality of personal information, including health status and an increase in the surveillance of the individual by the government.
4. The use of videotex to promote mass audiences for big businesses such as drug companies, fast food chains and cigarette manufacturers.
5. The creation of a growing imbalance in the distribution of information resources resulting in a split between the information rich and the information poor. This could also result in a two-tier health system.

Despite these warnings of what could happen, Mosco does point to 'green shoots' within the videotex industry, noting particularly the efforts of the Canadian government to ensure access to videotex for all groups and users and to ensure that public and educational use rates with business use of the system. Mosco points out that Canadians have created organizations to investigate social impact issues and to protect public rights, such as the Canadian Videotex Consultative Committee and the Task Force on Services to the Public.

It would appear then, that in Canada at least, there is some effort made to ensure that the dangers listed above do not take over our videotex systems and the advantages of videotex in making health information easily and attractively accessible are maintained for everyone's benefit.

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## CALL FOR PAPERS

In keeping with recent BMC editorial policies, the November issue will concentrate on a single theme: OCCUPATIONAL HEALTH AND SAFETY. The editors would, therefore, be grateful to receive articles or other items of news on this topic. Papers are invited, not only from library personnel, but also from others in the field who might have information on the topic that would be of interest to health libraries and their patrons. The deadline for submissions is Friday, November 2, 1984.

Other theme topics intended for 1985 include quality assurance, writing skills (for publication and internal reports) and rehabilitation. Readers' contributions, comments, criticisms and suggestions would all be welcomed by the editors. Your participation is vital to the success of BMC.

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## COMMENTARIES ON CONFERENCE CE COURSES

## MICROCOMPUTER WORKSHOP

Deidre Green  
Head of Staff Library  
Queen Elizabeth Hospital  
Toronto

Following the 1984 CHLA/ABSC Conference, the continuing education course CE 7 Flis Microcomputer Workshop was presented to seventy participants, on June 6th, 1984. To accommodate the large number of registrants, the course was offered in the Lecture Theatre at the Faculty of Library and Information Science, University of Toronto. Classrooms were used during the afternoon session when the group was divided in half.

Workshop convenor Lynne Howarth welcomed the registrants and introduced the speakers. Course instructors were Robin Summerley of Summerley Computer Services Inc., George Shirinian, York Public Library, Toronto, and Dr. Neil Trivett, Automated Library Information Systems, Richmond Hill, Ontario.

The morning session presented by Robin Summerley was a lively and informative overview which defined and explained microcomputers (their capabilities and limitations), software (what's on the market and what's coming soon), and computer peripherals (how to choose them). Robin Summerley easily conveyed his enthusiasm and appreciation for the computer and the ways it can assist us both in the home and in the library. He explained his field with humour and insight, and his use of lay terms and omission of jargon was appreciated by the many neophytes in the audience. Since he offered so much relevant information to those participants who are scrambling to acquire computer literacy, handouts would have been seized gratefully by the majority, and furious note-taking would have been unnecessary. During the morning, Mr. Summerley included several intriguing demonstrations of microcomputer functions. His imaginative uses of word processing software, for example, indicated to the group that software applications have unlimited potential. When the session broke for lunch the animated discussion revealed that Mr. Summerley had succeeded in imparting his enthusiasm for microcomputers to the group.

The afternoon session was composed of two presentations about applications of specific programs. George Shirinian explained uses he has found for word processing and demonstrated functions throughout his session. He drew on his expertise to make worthwhile recommendations about hardware and software, explained how various library tasks can be easily performed by word processors, and answered questions informatively.

Dr. Neil Trivett delivered the second afternoon session about data base management. Using overheads, Dr. Trivett ably provided clear explanation of what a data base is, why it is useful, which library tasks can be streamlined using a data base program, and (for the adventurous) how to set up your own data base. As in the other sessions, the lack of printed handouts required rapid note-taking which made it difficult to absorb all of the worthwhile information which Dr. Trivett had prepared.

In summary, CE 7 was an informative course which provided both the beginners and the more experienced in the group with stimulating ideas and well-ordered information. The workshop demystified high technology for those participants who felt curious but uncomfortable, and encouraged all to welcome the micro for the efficiency it offers.

MARGARET ROBINS  
Medical Librarian  
Women's College Hospital, Toronto

Whatever could have inspired 65 librarians to get up early on a Sunday morning to participate in a day long programme on Quality Assurance? Could it be that the new "Standards for Accreditation of Canadian Health Care Facilities", published by the CCHA in 1983 require all departments to have quality assurance programs in operation by 1986? "Quality Assurance in Hospital Libraries" was one of the CE courses held during the CHLA's 8th Annual Meeting held at the Ramada Hotel in Toronto, June 2nd, 1984.

Speaking before a capacity audience, the morning session was conducted by Dr. Jack Williams, Health Care Research Unit, Division of Community Health, Faculty of Medicine, University of Toronto. Setting the tone for the days programme, Dr. Williams discussed the historical perspective of quality assurance, what quality assurance is ...and is not, the types of programmes, and the requisite for high quality information.

No doubt the more meaningful portion of the programme was provided by the librarians themselves who participated in the afternoon session. A panel of "experts", namely people who already have quality assurance programmes in their libraries, supplied the more practical aspects of quality assurance as it relates to hospital libraries. The panel of instructors, who were introduced by Dorothy Fitzgerald, consisted of Sandra Duchow, Sue Gillespie, and Linda McFarlane. The many questions which were directed to the panelists and the discussions which followed provided the audience with a real insight into what quality assurance is all about. Only the limitations of time prevented further discussion.

Although many were quite exhausted by the end of the day, we all felt more informed and better able to meet the challenge of developing quality assurance programmes in our own libraries.

## LITERATURE OF ALLIED HEALTH

Submitted by: Marilyn J. Hernandez  
Coordinator of Information Resources  
Manitoba Department of Health

Instructor: Tom Kosman, Librarian; Labouré Junior College; Boston, Massachusetts

Attendees of this course represented a wide variety of backgrounds and expertise. As a relative novice to allied health literature (except nursing, which was included), I identified my course objectives in the advance questionnaire in terms of:

Current print and AV resources (especially Canadian)

Familiarization with practitioner needs and collection development strategies applicable to my library mandate.

I felt that the course, as advertised, fell short of my objectives in two particular areas: Canadian supplementary materials and coverage of audiovisual materials. The syllabus includes some Canadian items, and the instructor included some Canadian publications for "hands-on" evaluation, but no supplementary Canadian bibliography or source guide was provided. Audiovisuals which the instructor identified as limited in allied health, were only discussed superficially, although several good handouts were provided.

The well-organized course syllabus (Second Edition c.1982) was not provided in advance. This is unfortunate considering the vast amount of materials to be presented, and the teaching format (primarily individual and group exercises), because more emphasis could have been placed on evaluation of audiovisuals and discussion of the supplementary handouts.

However, coverage of practitioner needs and of collection development strategies was thorough, and met my basic objective. The instructor's style encouraged and resulted in a great deal of participation and involvement, particularly regarding Canadian materials, which partially compensated for the lack of course content.

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## PROJECT FUNDING AVAILABLE

Article V, Sections 5 and 6 respectively of the CHLA/ABSC Bylaws indicate that:

"Chapters may apply to the Board of the Association for development grants to support or assist proposed Chapter activities of merit. The Board may make grants to Chapters at its discretion.

"Chapters may request that the Association provide programme loans to facilitate the organization of workshops, publications, or other continuing education activities. The Association will consider each application on its merits.

For an application, please contact either the CHLA President or Secretary. Completed applications must be received by the CHLA Board of Directors at least one month prior to a Board meeting. Meetings normally take place in February, June and October of each year.

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FROM THE HEALTH SCIENCES RESOURCE CENTRE, CISTI/DU CENTRE BIBLIOGRAPHIQUE  
DES SCIENCES DE LA SANTÉ, ICIST

Marilyn Schafer  
Head, HSCR/Chef, CBSS

CORE LISTS/LISTES DE BASE

Thanks to you our core list collection is expanding and being updated constantly. The current list is appended to this column.

Grâce à vous, notre collection des listes de base est en pleine expansion et est constamment mise à jour.

PERSONNEL

On September 10th, 1984 we welcome Suzanne Maranda back from maternity leave. I wish to thank Dianne Pammett, who was seconded to us from the Reference Section for the duration, for doing such a fine job.

Le 10 septembre 1984, Suzanne Maranda revient d'un congé de maternité. Je tiens à remercier Dianne Pammett, qui a été détachée de la section de référence au cours de cette période, pour avoir accompli un si bon travail.

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## CONSUMER HEALTH COMMITTEE ANNUAL REPORT 1983-84

Joanne Marshall, Chairman

The Consumer Health Committee has consisted of five members during the past year: Margaret Taylor, Ottawa; David Nobel, Vancouver; Catherine Ferguson, Saskatoon; Kathy Eagleton, Brandon and Joanne Marshall Toronto. We have over ten CHLA members who have expressed an interest in serving on the Committee or serving as resource people to the Committee for the coming year.

The Guidelines for the Role of Health Sciences Libraries in the Provision of Consumer Health Information which were published for review by the membership in the January 1983 issue of BMC were ratified by the Board at its preconference meeting. Revisions to the Terms of Reference for the Committee were also approved at that time. It is hoped that the Guidelines will serve as a source of support and guidance for our members who are, or who want to become, involved in CHI activities.

The Consumer Health Committee jointly sponsored a 1½ day workshop on consumer health in October 1983 with the Upper NY and Ontario Chapter of MLA and the Faculty of Library and Information Science at the University of Toronto. Approximately 60 participants attended a Friday night session and 40 came to the Saturday workshop. It was decided that future CE activities of the Consumer Health Committee should be arranged or coordinated through the Education Committee of CHLA.

The priorities that have been discussed by the Committee for the coming year include:

1. Official publication of the Guidelines with a history and suggested use statement in a future issue of BMC.
2. Adapting the Consumer Health Resource List prepared by the BC Chapter of CHLA for national distribution.
3. Consider the development of a consumer health column for BMC which would include news of recent activities and resources.
4. Explore other opportunities for CE activities such as a possible course on consumer health and information technology which could be cosponsored with the University of Toronto.
5. Look into the possibility of continuing the consumer health database developed by a student at the University of Western Ontario (contract: Geoffrey Pendrill).

The Committee has also discussed the idea of a potential wider mandate for the work of the Committee which would include issues relevant to the health of Canadians. This would enlarge the view of the Committee from consumer health information issues to the health of consumers in general. Such a Committee would provide a forum for CHLA members to learn about and express their opinions on important health issues of the day such as the Canada Health Act. The Committee agreed to keep this possibility in mind and to suggest this topic for the theme of a future CHLA Annual Meeting.

## CONSUMER HEALTH COMMITTEE MEMBERS 1984-85

LYNDA BAKER, Chairman  
Health Sciences Library  
McMaster University  
HAMILTON, Ontario  
L8N 3Z5

CATHERINE FERGUSON  
110 Broadway Ave #225  
TORONTO, Ontario  
M4P 1V7

MARGARET TAYLOR  
559 Rivershore Cres.  
GLOUCESTER, Ontario  
K1J 7Y9

MARGARET GHATTAS  
Science and Medicine Library  
University of Toronto  
7 King's College Circle  
TORONTO, Ontario  
M5S 1A5

ARLENE GREENBERG  
Davis-Jewish General Hospital  
4530 Côte Des Neiges #614  
MONTREAL, PQ  
H3T 1E2

JOANNE MARSHALL  
Dept. of Behavioural Science  
University of Toronto  
McMurrich Bldg.  
TORONTO, Ontario  
M5S 1A8

LANA KAMENOFF-SINE  
Health Sciences Library  
General & Marine Hospital  
OWEN SOUND, Ontario  
N4K 5H3  
M5S 1A8

Resource People

Babs Flower,  
Christie Macmillan  
Wendy Patrick  
Janet Joyce

DIANA KENT  
UBC Woodward Biomedical Library  
4947 Wycliffe Rd  
VANCOUVER, BC  
V6T 1E9

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## GUIDELINES FOR CONSUMER HEALTH INFORMATION

Submitted by: Joanne Marshall  
Past Chairman  
Consumer Health Committee, CHLA

### BACKGROUND

In this issue of BMC the official version of the Guidelines for the Role of Health Sciences Libraries in the Provision of Consumer Health Information appears. As you may remember, a draft version appeared as an insert in the January 1983 BMC so that CHLA members could send in their comments. The document has been presented and discussed at the 1983 Annual Meeting where a number of useful suggestions were made. These suggestions were incorporated into the final version which appears here.

At this point, it seems appropriate to review the reasons behind the development of these Guidelines and to suggest ways in which CHLA members could put the Guidelines to work. During the past decade there has been increasing interest among health sciences librarians in the field of consumer health information or CHI. A number of excellent demonstration projects involving cooperation between hospital and public library systems were documented in the literature and many of us found a new outlet for our professional expertise through involvement in patient education. It is difficult to think of another aspect of health sciences librarianship that has caused so much controversy and discussion in recent years, but the end result has been a reexamination of the role of the librarian in health care settings and the development of many innovative projects.

One of the major problems facing librarians who want to become involved in CHI has been the lack of accepted guidelines or standards for such activity. MLA recognized this problem in 1980 when a resolution supporting the consumer's right to health information was passed by the membership and an ad hoc committee set up to examine the librarian's role. CHLA set up a similar Committee in 1981 and the members kept in close touch with their MLA colleagues. The idea behind both the MLA and CHLA guidelines was that they would give librarians a document which they could take to the appropriate administrator or committee in their own setting when they needed support and guidance for CHI activities. The approval of the Guidelines by the membership and the Board of CHLA lends credibility to the role of the librarian in CHI and demonstrates the support of fellow professionals. We hope that the Guidelines will prove to be useful to you in this way, and the Committee would be glad to hear comments from members who have used them.

The Consumer Health Committee of CHLA is continuing on and hopes to undertake some additional projects during the coming year under the leadership of its new chairman, Lynda Baker from the Health Sciences Library, McMaster University. If you have ideas for projects related to CHI, please get in touch with Lynda. We welcome the involvement of all CHLA members in CHI activities and look forward to continuing our role as a forum for the sharing of experiences of CHLA Members interested in this new field.

I would like to take this opportunity to thank the original members of the Consumer Health Committee who gave their time and thought to the preparation of the Guidelines: Kathy Eagleton, Catherine Ferguson, David Noble, Margaret Taylor, and Claire Callaghan who was our Board Liaison.

# GUIDELINES FOR THE ROLE OF HEALTH SCIENCES LIBRARIES IN THE PROVISION OF CONSUMER HEALTH INFORMATION

## 1. DEFINITION

Consumer health information (CHI) is considered to be information on health and medical topics relevant and appropriate to the general public. In addition to information on symptoms, diagnosis, and treatment of disease, it also encompasses information on health maintenance and the promotion of good health practices. Quality consumer health information is that which can assist the individual in effective decision-making about his or her own health and about the utilization of health care services. CHI is recognized to be a part of the educational process. Patient education and consumer health education differ in terms of the setting in which the process occurs rather than in terms of the subject matter.

## 2. THE ROLE OF HEALTH SCIENCES LIBRARIES IN THE PROVISION OF CHI

Health sciences libraries should provide CHI services at levels consistent with their staff, other resources, and institutional goals.

### 2.1 Health sciences libraries with basic CHI involvement should:

#### 2.1.1 Support health professionals involved in CHI health education activities by:

2.1.1.1 expanding the library's collection to include the professional needs of these health providers.

2.1.1.2 providing access to up-to-date lists of materials for use by health professionals of lay level items.

#### 2.1.2 Support non-health sciences libraries and voluntary health organizations by:

2.1.2.1 providing reference back-up service.

2.1.2.2 responding to interlibrary loan requests for materials not available in non health sciences literature.

### 2.2 Health sciences libraries with moderate CHI involvement should (in addition to the above):

2.2.1 accept and provide a referral service among providers, libraries and other agencies or individuals requiring such information and provide services directly to community members.

2.2.2 maintain lists of materials which address health and medical topics recommended for acquisition by non-health sciences libraries.

2.2.3 assist in the evaluation of print and AV materials being considered for purchase or use by non-health sciences libraries or health professionals.

2.2.4 develop a collection of materials for the layperson that can be used by both health professionals involved in health education and laypeople themselves.

- 2.3 Health sciences libraries with extensive CHI involvement should (in addition to the above):
  - 2.3.1 educate health professionals about the health information needs of the lay public.
  - 2.3.2 train public and other libraries in health and medical resources, terminology, and trends.
  - 2.3.3 participate in institutional community outreach programs.
  - 2.3.4 initiate and participate in research on all aspects of consumer health information.
  - 2.3.5 seek funding to support CHI programs and internal and external sources.
  - 2.3.6 participate in the development of and provide support for passage at all levels of government of legislation supporting CHI services.
  - 2.3.7 initiate and/or participate in the long-range planning for the continuing development and support of CHI services.
- 2.4 While it is recognized that the librarian must operate in the context of the library's commitment to CHI, the following list of activities is provided as a guide to the specific actions which individual librarians may take:
  - 2.4.1 support institutional consumer health initiatives through participation with health professionals in the development of consumer services.
  - 2.4.2 advocate the appropriateness of CHI services in the library.
  - 2.4.3 support the consumer's right to access professional health and medical information.
  - 2.4.4 review print and non-print consumer health materials.
  - 2.4.5 monitor reference requests from the public as a basis for future library and/or institutional consumer activities.
  - 2.4.6 present educational programs for public and other librarians on the effective provision of CHI.
  - 2.4.7 provide educational programs for the general public on locating and evaluating health information.
  - 2.4.8 participate in cooperative library and health information sharing networks.
3. THE ROLE OF CHLA IN THE PROVISION OF CONSUMER HEALTH INFORMATION

CHLA should:

  - 3.1 actively and publically support consumer health information services as an appropriate activity for health sciences libraries and librarians.
  - 3.2 encourage active communication about CHI through BMC.

- 3.3 include programs on CHI at national and chapter meetings.
- 3.4 encourage the inclusion of CHI services in CE courses as appropriate and encourage the development of new courses to meet emerging needs.
- 3.5 encourage government support of the consumer's right to health information and the role of the health professionals in providing it.
- 3.6 continue to liaise with and support the appropriate organizational activities of MLA in CHI.
- 3.7 encourage networking.

\* \* \* \* \*

## CHLA ARCHIVES

The Board of Directors is pleased to announce that the Osler Library of McGill University has been appointed as "Archivist" to the Association. All archives in the possession of present Board members have now been deposited in the Osler who will list them and maintain them. If members of the Association have documents or files which they think are archival they should be sent to the Osler Library who would also appreciate receiving such material as photographs taken at meetings and reports on CHLA prepared for other bodies. Members wishing access to the Association's archives should consult the Osler Library.

The address of the library is:-

OSLER LIBRARY  
McGILL UNIVERSITY  
3655 DRUMMOND STREET  
MONTREAL H3G 1Y6

Telephone: (514) 392-4331

## ARCHIVES DE L'ABSC

Le Bureau de direction est heureux d'annoncer que la bibliothèque Osler de l'université McGill a été nommée "l'archiviste" de notre Association. Toutes les archives des membres actuels du Bureau sont désormais conservées à la bibliothèque Osler, qui en assurera l'inventaire. Les membres qui auraient des documents ou dossiers intéressants sont priés de les faire parvenir à la bibliothèque Osler, qui accueillerait aussi volontiers des photographies de réunions ou des rapports sur l'ABSC préparés pour le compte d'autres organismes. Les membres qui désirent consulter les archives de l'Association sont priés de communiquer avec la bibliothèque Osler à l'adresse ci-dessous:

Bibliothèque Osler  
Université McGill  
3655, rue Drummond  
Montréal H3G 1Y6

(514) 392-4331

## CHLA COMMITTEES AND COMMITTEE PROCEDURES

Under Article IX, Section 2 of the By-laws, the Board may establish Committees. There are two types of committee, Standing Committees and Special Committees. The following is reproduced from the CHLA/ABSC Executive Manual.

### STANDING COMMITTEES

The Board appoints Standing Committees where the duties and responsibilities of the Committee are seen to have no definite time limit. Committees such as Education, Nominating, Elections and Membership fall into this category. Members of Standing Committees must be members of CHLA/ABSC. (Some standing committees, Nominating and Elections, for example, are mandated by the By-laws. As such they can be dissolved only by amending the By-laws.)

### SPECIAL COMMITTEES

Special Committees are established if the Board decides that a project or special study is best handled by a Committee. Under Article IX, Section 2.4 of the By-laws

"No special committee shall continue beyond the end of the Membership year in which it was appointed or reappointed unless otherwise specifically provided by the Board."

Special Committees such as the Annual Conference Planning Committee are normally appointed until their task (i.e. the annual conference) is finished; others, such as the Job Classification Committee (1982-83), are appointed until the end of the membership year and are then reappointed if the Board considers their task unfinished and the task still a Board priority. Non CHLA/ABSC members can be appointed to Special Committees.

### REPRESENTATIVES

All representatives are appointed by the Board and they function as a "one person special committee." Like Committees, Representatives should not commit the Association to a policy, action or expense without prior Board approval. An example of a Representative is the CHLA/ABSC delegate to the Planning Committee for the 5th International Congress on Medical Librarianship.

### COMMITTEE PROCEDURES

- a. The Board of Directors appoints the Chairman of all Committees unless they direct the Committee to elect one of their members as chair.
- b. Committees are encouraged to make recommendations to the Board regarding new committee members. However, final approval for a committee's membership must come from the Board.
- c. The work of all Committees shall be under the charge of the Board. No Committee may commit the Association to a policy, action or expense without prior approval of the Board or the President on behalf of the Board.
- d. Terms of reference for all committees are to be in writing and approved by the Board. They shall include the following: purpose/objectives of the committee, the size of the committee and the mechanism by which the members are appointed, the mechanism for appointing/electing a chair, and the reporting structure of the committee.

- e. Each committee shall prepare a report for the Annual General Meeting, unless otherwise specified by the Board. A copy of this report shall be forwarded to the Secretary in time to be accepted at the pre-conference meeting of the Board. Such other reports as the Board may require shall be submitted upon request.
- f. The Association has limited funds and Committees are expected to be cost conscious. Each Committee chairman may spend each fiscal year up to \$50. and, on submission of receipts or an itemized statement, will be reimbursed by the Treasurer. If expenses will exceed \$50. per year prior authorization must be received from the Board. Occasionally the Board may appoint a Committee and give it a budget in order to accomplish a specific project.
- g. Since most Committees meet only once a year much Committee work is done by mail. Copies of substantive correspondence should be sent, for information, to the President.
- h. Committees wishing to send material to all Members of the Association may enclose such material with BMC. There is no charge to the Committee for this service if the enclosure will not substantially increase the mailing cost. A schedule of mailing dates can be obtained from the Secretary.
- i. New Committee Chairmen should receive from their predecessors all files necessary for them to assume their responsibilities. Archival material can be sent to the Secretary.
- j. It is assumed that all Committees will meet during the Association's Annual Conference. It is helpful to newly appointed Committee members and the new Chairman if this meeting is in two parts. Firstly the final meeting of the "old" Committee and secondly the first meeting of the "new" Committee. The exact arrangements should be made by the outgoing and incoming chairs.
- k. Committees are an important mechanism by which the Association can serve its Members. For this reason as many Members as possible will be appointed to Committees and most appointments will be for no longer than three consecutive years.
- l. All Committees offering continuing education courses must coordinate their activities with the Education Committee.
- m. It is the responsibility of Committee Chairs to thank outgoing committee members.

#### TERMS OF REFERENCE FOR SPECIFIC COMMITTEES

##### SUBCOMMITTEES OF THE BOARD OF DIRECTORS

##### Finance Committee

This subcommittee consists of the President, the Vice-President/President-Elect and the Treasurer. It exists, chaired by the President, to provide a means of discussing any financial problems that may arise and so that the Treasurer may call for advice when necessary.

Two of the three members of the Committee are required to sign all Association cheques.

##### STANDING COMMITTEES

##### Nominating and Elections Committees

The Past-President automatically assumes responsibility as the Chairman of this committee.

Duties of the Committee: (see also By-laws, Article X)

- a. Requests nominations by mail for vacancies before February 1, to be sponsored by two members in good standing, and agreed to in writing by the nominee.
  - b. Files with the Secretary, before March 10, the names of all nominees.
  - c. Reconstitutes itself as an Elections Committee.
  - d. Ensures that ballots are sent out to all members at least 6 weeks before the Annual General Meeting, with short biographies of each nominee.
  - e. Counts the ballots on or after the deadline, which should be 14 days before the Annual General Meeting.
  - f. Reports election results to the President and to the Annual General Meeting.
- (Note: The above differs slightly from Article X.)

### Education Committee

Terms of Reference: (Approved by the Board Feb. 13, 1982)

#### PURPOSE

This Committee is concerned with all matters relating to education for librarians, library technicians and other health sciences information personnel.

#### MEMBERSHIP

This Committee shall consist of up to 8 members with regional representation. The chair should be selected from the present committee as approved by the Board and a call for members issued annually in the Bibliotheca Medica Canadiana. Members shall be appointed for a 2 year term with half the membership retiring each May 31st.

#### REPORTING STRUCTURE

The Committee reports at each regular meeting of the Board of Directors and makes a formal written report once a year.

#### OBJECTIVES

- a. To coordinate the educational activities of CHLA/ABSC.
- b. To identify the educational needs and concerns of the membership. A formal poll will be conducted annually in the BMC as one method of data collection.
- c. To encourage the development of programmes to meet the needs of members through:
  - liaison with schools of library and information science, etc.
  - sponsorship of courses, workshops, programmes by CHLA/ABSC and
    - to review proposed courses and recommend approval to the Board
    - to develop an evaluation protocol for courses sponsored by CHLA/ABSC
    - to seek MLA certification of CHLA/ABSC sponsored courses when appropriate
    - to maintain a directory of persons interested in developing or teaching courses in their area(s) of expertise
    - to maintain an inventory of materials used in courses sponsored by CHLA/ABSC
    - to cooperate with the Annual Conference Planning Committee in deciding on CE courses to be given at the annual conference.
- d. To encourage the development of Canadian educational materials such as syllabi, manuals, etc.
- e. To review proposed educational projects and materials and to recommend CHLA/ABSC sponsorship to the Board.
- f. To prepare discussion papers on matters of educational concern and/or professional development.

See Also: Conference Continuing Education Committee.

### Consumer Health Committee

Terms of Reference: (Approved by the Board June 2, 1984)

## PURPOSE

The purpose of this Committee is to examine the health library's role in the provision of consumer health information and, where appropriate, to develop programs and materials to assist librarians in performing this task.

## MEMBERSHIP

The Committee shall consist of up to eight (8) members, with regional representation where possible. The chairman should be selected by the present Committee and approved by the Board. A call for members should be issued annually in the Bibliotheca Medica Canadiana. Members shall be appointed for a two-year term with half of the membership retiring each May 31st.

## REPORTING STRUCTURE

The Committee will report at each regular meeting of the Board of Directors and make a formal written report once a year. Meetings of the Committee will take place primarily by mail, however, an informal meeting will also be arranged among members attending the Annual Meeting.

## OBJECTIVES

- a. To examine the health library's role in consumer health information provision, more specifically:
  - to prepare and periodically review "Guidelines for the Role of Health Sciences Libraries in the Provision of Consumer Health Information." These guidelines are intended to provide guidance and support for Canadian health sciences librarians who wish to undertake activities in this area.
  - to monitor developments in the consumer health field as they relate to the library's changing role and report to the membership.
  - to liaise with the Medical Library Association, the American Library Association, and any other related organizations which have a similar interest in providing consumer health information.
- b. To prepare, in coordination with the Education Committee, resource materials which will assist the library in providing consumer health information, e.g. lists of consumer health resources such as books, audiovisual materials, consumer self-help groups. The committee will also act as a clearinghouse for such resources that are developed on a local level.
- c. To provide a forum within CHLA where issues related to the library's role in consumer health can be discussed and where expertise can be shared, e.g. through programs at CHLA Annual Meetings and Chapter meetings and through continuing education opportunities coordinated with the Education Committee.

## Conference Continuing Education Committee

Terms of Reference: (Approved by the Board June 6, 1984)

## PURPOSE

This committee is concerned with all matters pertaining to the administration of continuing education courses to be held in conjunction with the annual conference.

## MEMBERSHIP

The committee shall consist of up to five members, chosen by the Chair and preferably drawn from CHLA membership within the region of the conference. The committee membership shall be approved by the Education Committee. The Chair shall be a member of the Education Committee and the Conference Planning Committee.



## REPORTING STRUCTURE

The Conference Continuing Education Committee is a subcommittee of the CHLA/ABSC Conference Planning Committee but shall maintain strong links with the Education Committee. Minutes of the Conference Continuing Education Committee shall be sent to the Chair of the Education Committee. Course topics, course content, and instructors shall be approved by the Education Committee. Additional links shall also be made, where necessary, between the Chair of the Conference Continuing Education Committee and the Chair of the Local Arrangements Committee.

## OBJECTIVES

1. To cooperate with the CHLA/ABSC Conference Planning and Education Committees in deciding on continuing education courses to be given at the annual conference.
2. To work closely with the Education Committee in the selection of instructors for continuing education courses at the annual conference.
3. To organize and administer the continuing education courses offered at the annual conference.

## CHLA/ABSC CHAPTERS AND THEIR RESPONSIBILITIES

Duties: (See also By-laws, Article V and Article VIII, Section 2)

"Each chapter shall appoint a correspondent to provide regular assistance to the Editor of the Association's publication."

"Each chapter shall provide an Annual Report to the Board outlining its activities during the current year, and verifying that all Chapter requirements are met."

"The Annual Report submitted by each chapter must be received by the Board before it meets immediately prior to the Annual General Meeting."

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## NEWS & NOTES

### CIRCUIT RIDER LIBRARIAN FOR ANNAPOLIS VALLEY

Cooperation between hospitals in four Annapolis Valley communities has resulted in the addition of a Circuit Rider Librarian to the Kellogg Health Sciences Library staff. Based in the Valley, the Circuit Rider Librarian will provide library services to the hospitals in Wolfesville, Kentville, Middleton and Digby, which are funding the position. JOYCE KUBLIN, formerly librarian at the Victoria General Hospital, Halifax, has recently assumed this position.

### PEOPLE ON THE MOVE

CHRISTINA TOPLACK has recently joined the scientific staff of the Efamol Research Institute in Kentville, Nova Scotia. As Research Librarian, Chris's responsibilities include organizing the library, building a database on essential fatty acids and handling the information needs of the eleven scientists presently on staff.

Lyndhurst Hospital, Toronto, a rehabilitation institution that specializes in spinal injuries, has recently hired its first librarian. JEAN CHONG, who is working half-time, received her M.L.S. in 1983 from the University of Western Ontario from which she had previously obtained and honours B.A. Prior to going to Lyndhurst, Jean worked with Madeline Grant at the J.W. Crane Memorial Library of the Canadian Geriatrics Research Society.

LINDA HARVEY, head of Public Services at the W. K. Kellogg Health Sciences Library, Dalhousie University, Halifax, has recently returned from a year's unfunded leave in London, England. With the aid of funding from the Atlantic Provinces Library Association, Linda updated the work of a previous leave on regional library services to pharmacists and nurses in the United Kingdom.

ANN MANNING, Health Sciences Librarian, W. K. Kellogg Health Sciences Library, will leave in mid-September for a six month study leave in Australia. Most of her time will be spent in the Medical Library of the University of Western Australia in Perth, but she will also attend a seminar and give a paper in Adelaide. During her absence, Linda Harvey will be acting Health Sciences Librarian.

JUDITH COUGHLAN-LAMBLY became Assistant Technical Services Librarian at W. K. Kellogg Health Sciences Library in July. Judy had been a Library Assistant in the Kellogg Serials department before taking her library degree and had been working in the Cataloguing Department of Mount Allison University Library since receiving her M.L.S. in 1982. Judy replaced HULDA TRIDER who left in April to join her husband in his dental practice in Yarmouth, Nova Scotia.

SANDRA HORROCKS, who had been on temporary assignment in the W. K. Kellogg Health Sciences Library for the past year, has recently become head of the Interlibrary Loans Department. Sandy replaces TOM FLEMMING who has become head of Public Services in the Health Sciences Library, McMaster University, Hamilton.

## MANITOBA CORRESPONDANT

Jill Brown

Plans are underway for the fall meeting of MHLA. Doris Pritchard, Head of the Dental Library, University of Manitoba, will be speaking about her trip to Egypt. Doris was in Egypt from March through May, on a three month research/study leave. She was asked by the Dean of the Dental School to advise on the establishment of policies and procedures for the Dental Library at the University of Tanta, Tanta, Egypt. We are looking forward to hearing about library services in Egypt.

Judy Inglis, Our Area Library Coordinator, continued her workshops during the summer months. The most recent workshop, focusing on reference services, was held at the Medical Library, University of Manitoba.

Ten members of MHLA attended the CHLA/ABSC conference. Our thanks and congratulations are extended to the Toronto chapter for an excellent conference.

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## IN MEMORIAM: ELLEN GARTENFELD

Some CHLA members were acquainted with Ellen Gartenfeld.

It is with great sadness that we announce the passing of Ellen Gartenfeld, who died July 7th at Beth Israel Hospital.

Ellen was the administrator of the Boston University Drug Epidemiology Unit, and had previously headed the Consumer Health Information Network (CHIN) at Mount Auburn Hospital in Cambridge. She was an active member of MLA, NAHSL, and MAHSLIN.

Ellen left her mark on all she knew and all who knew her. She possessed a rare energy and enthusiasm and was a tremendous asset to the profession. She will be sorely missed.

The family has asked that donations be made to the Aquarius Cancer Unit, c/o Shirley Wachtel, 2500 Parkview Drive, Hallandale, Florida 33009, for those who care to remember Ellen in this manner, and should indicate that the donation is in her memory.

A special tribute organized by Ginny Jacobs and other friends was held at 8 p.m. on Monday, 30 July, 1984 at the lounge of Perkins School for the Blind, 175 North Beacon, Watertown, MA.

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## UPCOMING MEETINGS

A REGIONAL WORKSHOP ON BASIC LIBRARY SKILLS  
FOR PERSONNEL IN HEALTH CARE INSTITUTIONS

to be held on  
October 25 and 26, 1984  
at the Airline Motor Hotel  
Thunder Bay

Sponsored by

Ontario Medical Association  
Northwestern Ontario Medical Program

This workshop is intended to provide very basic instruction in library techniques and management to health care personnel who may not have received training in this field, but who are called upon to maintain or establish library services in their institutions. Topics for the workshop will include order procedures, simplified cataloguing, developing a library policies and procedures manual, networking and a MEDLINE demonstration.

Speakers for the workshop are: Dorothy Fitzgerald, Health Sciences Librarian, McMaster University, Silvia Katzer, Northern Outreach Librarian, University of Western Ontario, and Jan Greenwood, Consulting Librarian, Ontario Medical Association. Sandra Brenner of N.O.M.P. Library Service is responsible for local arrangements. For further information about this workshop, please contact Jan Greenwood at the following address or telephone number:

Ontario Medical Association  
Library  
240 St. George Street  
Toronto, Ontario  
M5R 2P4  
Telephone: (416) 925-3264, Ext. 230

## CHLA/ABSC 9TH ANNUAL CONFERENCE

The Southern Alberta chapter of CHLA will be hosting the 9th annual meeting in Calgary, June 9-12, 1985. The theme of the conference is "Health Information Providers: Their Role by 1995. Where are Health Librarians Going?" We are very excited to announce that Nina Matheson, co-author of the Matheson/Cooper Report, will be the keynote speaker.

Calgary is situated in the foothills of the Rocky Mountains with mountain and prairie vistas to tempt your wanderlust, and just a 90 minute drive from Banff and beyond.

We are issuing a warm Western welcome to all CHLA members to attend the conference and, if possible, stay awhile and enjoy the region. Watch future issues of BMC for further details.

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## 9E CONFÉRENCE ANNUELLE DE L'ABSC

La section du Sud de l'Alberta de l'ABSC accueillera la 9e assemblée annuelle à Calgary du 9 au 12 juin 1985. La conférence aura pour thème "Les fournisseurs d'information en santé: leur rôle d'ici 1995. Quel est l'avenir des bibliothécaires de la santé?". Nous sommes très heureux d'annoncer que la principale conférencière sera Nina Matheson, coauteure du rapport Matheson/Cooper.

La ville de Calgary se trouve au pied des montagnes Rocheuses et le coup d'oeil est tout à fait enchanteur, à 90 minutes seulement de la région de Banff.

Nous lançons une chaleureuse invitation à tous les membres de l'ABSC de participer à cette conférence et même de séjourner un peu plus longtemps si possible. Les numéros à venir de BMC fourniront de plus amples détails.

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## LE CONGRÈS DE L'ASTED

Louise Deschamps

Présidente,

Groupe d'intérêt des bibliothèques de la santé de l'Asted

Le congrès annuel de l'ASTED approche à grands pas; il se tiendra à Ottawa du 8 au 11 novembre 1984 à l'hôtel Skyline. Le groupe d'intérêt des bibliothèques de la santé y organisera deux ateliers. Permettez-moi, par la présente, de vous en apporter plus d'explications.

Afin de permettre à un plus grand nombre de personnes d'assister à ces ateliers nous avons décidé de les tenir durant la même journée, celle du vendredi 9 novembre. Cette journée se déroulera comme suit:

1. 10h30 à 12h (environ)

Thème: "le nouveau questionnaire distribué par le Conseil canadien d'agrément des hôpitaux"

Nous avons voulu organiser un tel atelier car nous nous sommes rendus compte, après enquête auprès de nos membres, que plusieurs d'entre eux avaient eu de la difficulté à répondre adéquatement à ce nouveau questionnaire. Quelques questions les ont laissés perplexes. Ils se demandent quelles sont les implications d'un tel questionnaire par rapport à la petite, moyenne ou grande bibliothèque médicale. Nous voulons savoir quelles questions sont les plus importantes aux yeux du Conseil d'agrément et comment celui-ci évalue les réponses reçues. Un représentant du Conseil canadien d'agrément des hôpitaux viendra nous entretenir sur ce sujet.

2. 13h30 à 15h (environ)

Thème: "les bibliothèques d'associations; quelle aide peuvent-elles apporter aux bibliothèques médicales"

- la bibliothèque de la Commission de la santé et de la sécurité du travail. (par Sylvie Bélanger)
- la bibliothèque de Santé et bien-être social Canada

3. 15h30 à 17h (environ)

Assemblée générale et compte-rendu sur les différents réseaux de bibliothèques médicales du Québec.

Une invitation spéciale est donc lancée à toutes les personnes intéressées. Le succès de cette journée dépend de votre PARTICIPATION. Pour de plus amples renseignements vous pouvez communiquer avec le secrétariat de l'Asted (514-271-3349) ou avec Louise Deschamps (514-876-6862). Nous vous attendons avec impatience!

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